

## Options for silent calls, incoming calls and unanswered calls

Options that require special configuration by Puzzel:

1. **Silent call announcement to contact:** If you want to play an announcement to contacts that answer and are not connected to an agent within x sec (on a Predictive/power mode campaign), this must be configured by Puzzel. The used sound file will be shown and can be changed in the Sound file library. The Dialler call is disconnected after this announcement is played.
2. **Prevent new outbound Dialler call(s) to a number Puzzel recently received an incoming call from** It is possible to configure that incoming calls are checked against a Dialler campaign's list, and if the number is in the list, this number can be automatically marked as "Completed OK" in the list, so that the Dialler doesn't call this number again (from this list).
3. **Send SMS to numbers that didn't answer Predictive Dialler calls** If you want this, we recommend sending SMS only after the 1st unanswered call. The SMS text can be shown on the Dialler page under *Variables Common to list*, and it is possible to configure that the sent SMS text is included in Archive and in Raw data as a call variable.

Please contact Puzzel if you're interested in one of these options.